# CIT Customer Service Report for the Telecommunications Branch

For the period: Friday, February 01, 2008 12:00:00 AM to Friday, February 29, 2008 11:59:59 PM

| | CREATED | | | | ASSIGNED/PENDING/ CHECKED OUT | | | CLOSED | | | AVG MIN |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | DCS | TIS | Web | Other | DCS | TIS | Other | DCS | TIS | Other | To Close |
| **Telecommunications** | | | | | | | | | | | |
| 10 Digit Dialing | 8 | 0 | 0 | 0 | 0 | 0 | 0 | 5 | 0 | 3 | 6 |
| Billing | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 12 |
| Circuits | 6 | 0 | 0 | 11 | 0 | 0 | 0 | 1 | 0 | 16 | 2 |
| Conferencing | 5 | 0 | 0 | 3 | 0 | 0 | 1 | 2 | 0 | 5 | 15 |
| Coverage | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 6 |
| DELPRO | 4 | 0 | 0 | 201 | 0 | 0 | 139 | 4 | 0 | 62 | 0 |
| General Info | 35 | 0 | 0 | 7 | 1 | 0 | 5 | 18 | 0 | 18 | 10 |
| New Request/Termination | 3 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 0 | 2 | 5 |
| Operator Services | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 0 | 1 | 6 |
| Phones/Accessories | 57 | 0 | 0 | 23 | 0 | 0 | 5 | 32 | 0 | 43 | 5 |
| Repair | 12 | 0 | 0 | 0 | 0 | 0 | 5 | 0 | 0 | 7 | 4 |
| Repairs | 86 | 0 | 0 | 432 | 0 | 0 | 13 | 40 | 0 | 465 | 1 |
| Training | 3 | 0 | 0 | 0 | 0 | 0 | 0 | 2 | 0 | 1 | 4 |
| TSR | 53 | 0 | 0 | 439 | 0 | 0 | 158 | 49 | 0 | 285 | 1 |
| User Change | 1 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 1 | 3 |
| Verizon Phone Book | 0 | 0 | 0 | 1 | 0 | 0 | 1 | 0 | 0 | 0 | 0 |
| Voice Mail | 44 | 0 | 0 | 2 | 1 | 0 | 0 | 39 | 0 | 6 | 5 |

# CIT Customer Service Report for the Telecommunications Branch

| | CREATED | | | | ASSIGNED/PENDING/ CHECKED OUT | | | CLOSED | | | AVG MIN |
|---|---|---|---|---|---|---|---|---|---|---|---|
| | DCS | TIS | Web | Other | DCS | TIS | Other | DCS | TIS | Other | To Close |
| Web Work | 0 | 0 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 2 | 0 |
| **Grand Total:** | **322** | **0** | **0** | **1121** | **2** | **0** | **328** | **195** | **0** | **918** | **1** |

|  |  |
|---|---|
| **Total Tickets Closed:** | **1113** |
| **Total Tickets Assigned/Pending/Checked Out:** | **330** |
| **Total Tickets Created:** | **1443** |